

ANNUAL COMPLAINT REPORT 2025

At Peoples Bank, we strive to provide the best customer experience we can.

This report presents Peoples Bank's complaint information for the fiscal year ending December 31, 2025.

COMPLAINT INFORMATION:

Total complaints received by Peoples Bank's Complaint Officer: 24 complaints

The average length of time taken by Peoples Bank's Complaint Officer to resolve complaints: 17 days

The products or services to which the complaints related: Deposits and Residential Mortgages

Description of the nature of the complaints: All the complaints were related to deposits accounts, specifically concerning account statuses and funds transfer problems. One complaint also concerned a mortgage payment.

Number of complaints that Peoples Bank's Complaint Officer resolved to the satisfaction of the person who made the complaint: 18 complaints

VANCOUVER
888 Dunsmuir St
Suite 1400
Vancouver, BC V6C 3K4
Tel: 604-683-2881

CALGARY
605 5th Ave SW
Suite 1130
Calgary, AB T2P 3H5
Tel: 403-237-8975

TORONTO
95 Wellington St W
Suite 1310
Toronto, ON M5J 2N7
Tel: 416-368-3266

MONTREAL
1 Westmount Sq
Suite 1290
Westmount, QC H3Z 2P9